

LIBRARY TECHNOLOGY PLANNING/SUPPORT COORDINATOR

DISTINGUISHING FEATURES

The fundamental reason the Library Technology Planning/Support Coordinator exists is to plan, coordinate and budget highly technical tasks associated with the installation and maintenance of software and hardware systems specifically appropriate to the City's Library computer systems and network in the Community Services Department. This classification is on a self managed team. Work is performed under general supervision by the team and a Library Manager.

ESSENTIAL FUNCTIONS

Plans, develops, implements and maintains the library's computer network. Responsible for network design, configuration, and maintenance – including cabling, hubs, switches, terminal servers, and routers; makes network diagrams. Designs, installs and tests computer software programs and systems for implementation on network servers. Maintains all servers and services running on the NT Servers, such as DHCP, DNS, WINS, login scripts and replication. Plans and communicates downtime for upgrades and changes to lessen impacts on users. Ensures optimum performance and availability of those systems for all customers. Operates a variety of standard office and computer equipment that requires continuous and repetitive eye and arm or hand movement.

Secures NT workstations used by the public. Working knowledge NT Workstation, NT Administration, NT policies and profiles and IP networking. Assists in getting computer equipment and library machines operational. Tracks down software and operational problems and find solutions. Observes and monitors data and user's behavior to determine compliance with prescribed operation of safety standards. Determines efficient use of information technology by library customers and staff.

Assumes ownership of a variety of key projects dealing with citizens and employees. Articulates computer system and telecommunication concepts in lay terms to managers, staff and the general public in person and/or using the telephone. Perceives and interprets customer needs and translates them into effective solutions and operational policy. Produces quality product for our customers and employees. Provides leadership and promotes shared responsibility, teamwork, and continuous improvement within the City.

Performs administrative duties related to being a member of a self managed team; actively participates in team meetings and team cross training; plans and monitors budgets and prepares related reports; acts as agenda manager, minute taker, critical objective coordinator; co-writes performance team member performance reviews.

Participates in professional development activities. Keeps current on changing technology, library and city issues.

Demonstrates an ability to communicate and manage organizational change. Demonstrates creative thinking and looks for opportunities to continually improve. Enhances the library customer's access to technology; exhibits close to the customer skills.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

NT Workstation, NT Administration, NT policies and profiles and IP networking planning, coordination, and budgeting of highly technical tasks associated with the installation and maintenance of software and hardware systems.

Ability to:

Assist in getting computer equipment and library machines operational; track down software, operational problems and find solutions.

Perceive and interpret customer needs and translate them into effective solutions and operational policy.

Manage a variety of key projects dealing with citizens and employees.

Articulate computer system and telecommunication concepts in lay terms to managers, staff and the general public in person and/or using the telephone.

Perceive and interpret customer needs and translate them into effective solutions and operational policy.

Design, install and test computer software programs and systems for implementation on network servers.

Maintains all servers and services.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Make oral and written presentations of system analysis, design and operation data in a clear, concise, non-technical manner.

Perform self managed team administrative duties related to meetings, budgets, training, writing performance reviews, etc.

Operate a variety of standard office and computer equipment that requires continuous and repetitive eye and arm or hand movement.

Maintain regular consistent attendance and punctuality

Establish and maintain effective working relationships with team members, co-workers, management and the general public.

Education & Experience

Bachelor's degree in Computer Science or a related field

Three to five years experience in management of computer technical systems.

FLSA Status: Exempt

HR Ordinance Status: Unclassified